



8517 Excelsior Drive
Suite 301
Madison, WI 53717

Phone: 608.664.9110
Fax: 608.664.9112
www.kiesling.com

July 2, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President, High Cost and Low Income Division
Universal Service Administrative Company
2000 L Street, NW, Suite 200
Washington, D.C. 20036

Re: WC Docket No. 10-90, Annual §54.313 Report of High-Cost Recipient

Dear Mss. Dortch and Majcher:

Enclosed please find 2012 annual ETC Certification support being provided to the Illinois Commerce Commission (ICC) for Reynolds Telephone Company, Study Area Code 331075. Several federally-required items have been included in this year's state-designated ETC support materials, pursuant to 47 C.F.R. §54.313. Certain portions of this submission are regarded as containing confidential information, for which redacted copies are also provided.

Please direct any questions regarding this filing to me at

Phone: 608-664-9110
Email: rabrams@kiesling.com

Respectfully Submitted,

Robert R. Abrams
Senior Telecommunications Consultant
KIESLING ASSOCIATES LLP

Enclosure

cc: Illinois Commerce Commission
527 East Capitol Avenue,
Springfield, Illinois, 62701

**AFFIDAVIT OF REYNOLDS TELEPHONE COMPANY, INC.
REGARDING THE USE OF FEDERAL HIGH-COST SUPPORT FUNDS
AFFIDAVIT FOR ELIGIBLE TELECOMMUNICATIONS CARRIERS ONLY**

STATE OF ILLINOIS)
) ss.
COUNTY OF Rock Island)

I, the undersigned, being duly sworn, state as follows:

1. I am the President of Reynolds Telephone Company, Inc. ("Carrier"), having FCC Study Area Code 341075.
2. I am a corporate officer responsible for certifying Carrier's use of Federal High Cost Support Funds.
3. Carrier is an eligible telecommunications carrier within the meaning of § 214(e) of the Federal Telecommunications Act of 1996, and is eligible to receive universal service support pursuant to § 254(e) of the Act.
4. Carrier files this affidavit in compliance with the Federal Communications Commission's order of May 23, 2001, in Docket No. 96-45, which requires states to certify to the Federal Communications Commission that all Federal High-Cost Support within this state be used for the provision, maintenance, and upgrading of facilities and services for which the support is intended.
5. Carrier hereby states that it will use the Federal High Cost Support Funds for the provision, maintenance, and upgrading of facilities and services for which the support is intended pursuant to § 254(e) of the Federal Telecommunications Act of 1996.
6. I hereby certify pursuant to the requirements of 47 C.F.R §54.313(a)(2)-(6), §54.313(h) and §54.318(e) that:
 - a. The Company was not in 2011 required to report on service outages as defined in §54.313(a)(2), unfilled service orders as defined in §54.313(a)(3), but did report customer troubles per 100 access lines that may correspond to terms defined in §54.313(a)(2). These quarterly reports are attached.
 - b. The Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules.
 - c. The Company has established operating procedures designed to facilitate compliance with service quality standards, which may include customer remedies and improvement plans.
 - d. The Company is able to remain functional in emergency situations as set forth in §54.202(a)(2).
 - e. All of the Company's residential access lines, in all exchanges as of June 1, 2012, exceed the rate floor defined in §54.318. The Company complied with this reporting requirement when it responded to NECA's 2012 Local Rate Floor Data Collection.

David Close
(signature)
David Close
(typed name)

Enclosure

Subscribed and sworn to before me this 29 day of June, 2012.

Grace I. Ochsner Notary Public
Rock Island County, Illinois

My Commission Expires 6/17/2016





State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Reynolds Telephone Company
for Filing Period 1/1/2011 to 3/31/2011
Tracking Number 3911

Performance Data - Code Part 730

	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	3.90	4.50	3.70	4.03
B. Operator Answer Time - Information Section 730.510(a)(1)	9.10	12.10 *	9.10	10.10 *
C. Repair Office Answer Time Section 730.510(b)(1)	1.00	1.00	1.00	1.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	1.00	1.00	1.00	1.00
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.00	0.00	0.00	0.00
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	January	February	March	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Reynolds Telephone Company
for Filing Period 4/1/2011 to 6/30/2011
Tracking Number 4120

Performance Data - Code Part 730

	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.80	4.00	4.70	4.50
B. Operator Answer Time - Information Section 730.510(a)(1)	9.90	9.30	9.80	9.67
C. Repair Office Answer Time Section 730.510(b)(1)	1.00	1.00	1.00	1.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	1.00	1.00	1.00	1.00
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.00	0.01	0.02	0.01
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	April	May	June	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Reynolds Telephone Company
for Filing Period 7/1/2011 to 9/30/2011
Tracking Number 4238

Performance Data - Code Part 730

	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.90	3.80	5.10	4.60
B. Operator Answer Time - Information Section 730.510(a)(1)	9.80	9.90	9.90	9.87
C. Repair Office Answer Time Section 730.510(b)(1)	1.00	1.00	1.00	1.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	1.00	1.00	1.00	1.00
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.01	0.01	0.00	0.01
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	July	August	September	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Reynolds Telephone Company
for Filing Period 10/1/2011 to 12/31/2011
Tracking Number 4396

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.60	3.50	4.90	4.33
B. Operator Answer Time - Information Section 730.510(a)(1)	9.50	8.70	10.10 *	9.43
C. Repair Office Answer Time Section 730.510(b)(1)	1.00	1.00	1.00	1.00
D. Business or Customer Service Answer Time Section 730.510(b)(1)	1.00	1.00	1.00	1.00
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	100.00 %	100.00 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	100.00 %	100.00 %	100.00 %	100.00 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	0.00	0.10	0.10	0.07
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	0.00 %	0.00 %	0.00 %	0.00 %
J. Missed Repair Appointments Section 730.545(h)	0	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	0	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of credits issued for repairs - 24-48 hours	0	0	0	0
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0